

[LN 1018]

OCTOBER 2018

Sub. Code: 5021

**MASTER OF HOSPITAL ADMINISTRATION EXAMS**  
**(Candidates admitted in 2017-2018)**  
**FIRST YEAR**  
**PAPER I – MANAGEMENT CONCEPTS AND ORGANIZATION**  
**BEHAVIOUR**

*Q.P. Code : 435021*

**Time : Three hours**

**Maximum : 100 Marks**

**I. Elaborate on:**

**(2 x 20 = 40)**

1. Describe in your own words what the term organizational behaviour means.
2. What kind of structural changes can a manager make in order to improve group effectiveness?

**II. Write notes on:**

**(10 x 6 = 60)**

1. Characteristics of planning – explain.
2. Approaches of conflict management.
3. Skills in management – discuss.
4. Write the social responsibility of manager.
5. Types of decision making.
6. Types of Transactional Analysis.
7. Importance of Hawthorne experiment.
8. Explain Maslow hierarchy needs.
9. Types of organization culture.
10. What are the sources of power?

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